February 19, 1987

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Please find enclosed the following sections for your Information Services Industry-Specific and Cross-Industry Markets binder from INPUT's Market Analysis and Planning Service (MAPS).

1. Section V - Appendix B
2. Section V - Appendix C

These sections, previously sent to you early in February, included charts that were difficult to read. The enclosed are a replacement for those sections.

Please accept our apology for any inconvenience this may have caused you.

Sincerely,

Graham S. Kemp
Vice President

GSK:ml

Enclosures

APPENDIX B: FORECAST DATA BASE

- Exhibits V-B-1 through V-B-45 provide the industry forecasts for 1986. In addition to the forecasts by delivery mode, there are detailed forecasts by industry-specific and cross-industry market segmentations.

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EXHIBIT V-B-1

INFORMATION SERVICES MARKET
BY MARKET SEGMENT, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
INDUSTRY-SPECIFIC									
DISCRETE MANUFACTURING	2767	21%	3361	4095	5062	6154	7239	8987	22%
PROCESS MANUFACTURING	1148	12%	1283	1441	1617	1820	2041	2278	12%
TRANSPORTATION	468	16%	544	634	735	897	1071	1266	18%
UTILITIES	262	10%	289	319	356	399	462	537	13%
TELECOMMUNICATIONS	605	19%	717	871	1065	1291	1570	1929	22%
DISTRIBUTION	1564	20%	1881	2277	2774	3334	3931	4500	19%
BANKING AND FINANCE	4688	18%	5518	6372	7420	8661	10265	11895	17%
INSURANCE	1104	14%	1255	1446	1682	1945	2266	2595	16%
MEDICAL	1740	22%	2129	2603	3202	3959	4931	5893	23%
EDUCATION	278	14%	316	361	411	470	529	592	13%
SERVICES	1305	15%	1506	1732	2046	2303	2650	3043	15%
FEDERAL GOVERNMENT	581	21%	701	794	932	1071	1237	1440	15%
STATE AND LOCAL GOVERNMENT	544	17%	637	750	891	1060	1260	1430	18%
OTHER INDUSTRY-SPECIFIC	669	16%	774	896	1033	1196	1377	1593	16%
SUB-TOTAL	17723	18%	20911	24591	29226	34560	40829	47978	18%
CROSS-INDUSTRY									
PLANNING AND ANALYSIS	1781	10%	1954	2143	2364	2579	2869	3171	10%
ACCOUNTING	2432	7%	2609	2804	3022	3262	3507	3761	8%
HUMAN RESOURCES	1523	14%	1731	1964	2211	2461	2715	2974	11%
ENGINEERING/SCIENTIFIC	712	14%	813	932	1073	1243	1445	1690	16%
EDUCATION/TRAINING	270	16%	313	364	414	470	537	614	14%
ON-LINE DATA BASES	722	23%	886	1112	1377	1675	2153	2620	24%
OTHER CROSS-INDUSTRY	2379	11%	2641	2939	3265	3752	4264	4986	14%
SUB-TOTAL	9819	11%	10947	12258	13726	15442	17490	19816	13%
OTHER									
PROFESSIONAL SERVICES	10571	19%	12542	14698	17313	20542	24181	28735	18%
UTILITY PROCESSING	2222	8%	2402	2588	2809	3002	3243	3501	8%
SYSTEMS SOFTWARE	6085	23%	7501	9128	11064	13449	16826	21962	24%
VANS	308	33%	409	532	686	885	1115	1393	28%
GRAND TOTAL	46728	17%	54712	63795	74824	87880	103684	123385	18%

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INFORMATION SERVICES MARKET
BY DELIVERY MODE, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
REMOTE COMPUTING/BATCH									
INDUSTRY SPECIFIC	7456	16%	8614	9848	11320	13040	14984	17134	15%
CROSS INDUSTRY	3845	9%	4172	4580	5051	5592	6326	7069	11%
UTILITY PROCESSING	2066	8%	2221	2377	2567	2721	2911	3109	7%
SUBTOTAL	13367	12%	15007	16805	18938	21353	24221	27312	13%
FACILITIES MANAGEMENT									
INDUSTRY SPECIFIC	2215	14%	2523	2854	3281	3741	4294	4860	14%
CROSS INDUSTRY	60	3%	62	63	64	76	71	76	4%
UTILITY PROCESSING	156	16%	181	211	242	281	332	392	17%
SUBTOTAL	2431	14%	2766	3128	3587	4098	4697	5328	14%
TOTAL PROCESSING/NETWORK SERV.									
INDUSTRY SPECIFIC	9671	15%	11137	12702	14601	16781	19278	21994	15%
CROSS INDUSTRY	3905	8%	4234	4643	5115	5668	6397	7145	11%
UTILITY PROCESSING	2222	8%	2402	2588	2809	3002	3243	3501	8%
VANS	308	33%	409	532	686	885	1115	1393	28%
TOTAL	16106	13%	18182	20465	23211	26336	30033	34033	13%
SOFTWARE PRODUCTS									
MAINFRAME/MINICOMPUTER									
INDUSTRY SPECIFIC	2710	23%	3340	4108	5063	6323	7775	9331	23%
CROSS INDUSTRY	2221	13%	2517	2828	3189	3576	4021	4520	12%
SUBTOTAL	4931	21%	5857	6936	8252	9899	11796	13851	20%
MICROCOMPUTER									
INDUSTRY SPECIFIC	532	36%	721	1008	1396	1845	2463	3232	35%
CROSS INDUSTRY	1461	18%	1720	2041	2392	2825	3359	4042	19%
SUBTOTAL	1993	25%	2441	3049	3788	4670	5822	7274	28%
TOTAL APPLICATIONS SOFTWARE	6924	20%	8298	9985	12040	14569	17618	21125	21%
SYSTEMS SOFTWARE									
MAINFRAME/MINICOMPUTER	5350	22%	6540	7776	9192	10912	13501	17420	22%
MICROCOMPUTER	735	31%	961	1352	1872	2537	3325	4542	36%
TOTAL SYSTEMS SOFTWARE	6085	23%	7501	9128	11064	13449	16826	21962	24%
TOTAL SOFTWARE	13009	21%	15799	19113	23104	28018	34444	43087	22%
PROFESSIONAL SERVICES									
SOFTWARE DEVELOPMENT	5814	16%	6729	7768	8980	10285	11888	13751	15%
CONSULTING	1725	20%	2064	2470	2975	3610	4350	5245	21%
EDUCATION	1104	20%	1322	1590	1920	2325	2805	3380	21%
SYSTEMS INTEGRATION	1198	26%	1512	1879	2368	3159	3882	4979	27%
FACILITIES MANAGEMENT	730	25%	915	991	1070	1163	1256	1380	9%
TOTAL PROFESSIONAL SERVICES	10571	19%	12542	14698	17313	20542	24181	28735	18%
TURNKEY SYSTEMS									
INDUSTRY SPECIFIC	4810	19%	5713	6773	8166	9611	11313	13421	19%
CROSS INDUSTRY	2232	11%	2476	2746	3030	3373	3713	4109	11%
TOTAL TURNKEY SYSTEMS	7042	16%	8189	9519	11196	12984	15026	17530	16%
GRAND TOTAL	46728	17%	54712	63795	74824	87880	103684	123385	18%

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EXHIBIT V-B-3

PROCESSING SERVICES MARKET
BY MARKET SEGMENT, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 85-90
INDUSTRY-SPECIFIC									
DISCRETE MANUFACTURING	569	18%	672	799	956	1141	1310	1577	19%
PROCESS MANUFACTURING	697	14%	793	902	1027	1166	1324	1504	14%
TRANSPORTATION	216	9%	236	258	294	340	398	461	14%
UTILITIES	128	8%	138	149	162	178	198	219	10%
TELECOMMUNICATIONS	357	16%	414	496	590	689	809	960	18%
DISTRIBUTION	821	14%	934	1069	1243	1458	1660	1840	15%
BANKING AND FINANCE	3198	17%	3737	4255	4885	5615	6515	7445	15%
INSURANCE	629	11%	696	777	879	987	1122	1245	12%
MEDICAL	928	17%	1087	1265	1464	1705	1993	2332	16%
EDUCATION	120	10%	132	145	160	176	193	213	10%
SERVICES	857	14%	976	1102	1245	1406	1588	1793	13%
FEDERAL GOVERNMENT	243	17%	285	298	336	359	385	432	9%
STATE AND LOCAL GOVERNMENT	406	17%	475	559	663	787	932	1038	17%
OTHER INDUSTRY-SPECIFIC	502	12%	562	628	697	774	851	935	11%
SUB-TOTAL	9671	15%	11137	12702	14601	16781	19278	21994	15%
CROSS-INDUSTRY									
PLANNING AND ANALYSIS	250	0%	250	246	241	237	231	225	-2%
ACCOUNTING	1030	2%	1051	1072	1093	1115	1137	1160	2%
HUMAN RESOURCES	893	11%	992	1111	1252	1420	1598	1789	13%
ENGINEERING/SCIENTIFIC	250	5%	263	276	289	304	319	335	5%
EDUCATION/TRAINING	80	11%	89	98	106	115	123	130	8%
ON-LINE DATA BASES	722	23%	886	1112	1377	1675	2153	2620	24%
OTHER CROSS-INDUSTRY	680	3%	703	728	757	802	836	886	5%
SUB-TOTAL	3905	8%	4234	4643	5115	5668	6397	7145	11%
OTHER									
UTILITY PROCESSING	2222	8%	2402	2588	2809	3002	3243	3501	8%
VALUE ADDED NETWORKS	308	33%	409	532	686	885	1115	1393	28%
GRAND TOTAL	16106	13%	18182	20465	23211	26336	30033	34033	13%

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EXHIBIT V-B-4

NETWORK/REMOTE COMPUTING/BATCH SERVICES MARKET BY MARKET SECTOR, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
INDUSTRY-SPECIFIC SECTORS									
DISCRETE MANUFACTURING	525	18%	621	740	887	1062	1218	1470	19%
PROCESS MANUFACTURING	657	14%	749	854	974	1110	1265	1442	14%
TRANSPORTATION	190	10%	209	230	264	309	365	427	15%
UTILITIES	108	8%	117	126	137	150	165	181	9%
TELECOMMUNICATIONS	340	16%	394	473	558	652	766	910	18%
DISTRIBUTION	773	14%	883	1015	1185	1396	1592	1767	15%
BANKING AND FINANCE	2350	17%	2757	3135	3605	4145	4810	5470	15%
INSURANCE	304	12%	339	383	430	485	564	626	13%
MEDICAL	601	18%	708	822	945	1103	1295	1516	16%
EDUCATION	101	11%	112	124	138	153	169	188	11%
SERVICES	850	14%	969	1095	1237	1398	1580	1785	13%
FEDERAL GOVERNMENT	54	33%	72	75	84	87	84	102	7%
STATE AND LOCAL GOVERNMENT	110	20%	132	158	190	228	273	328	20%
OTHER INDUSTRY-SPECIFIC	493	12%	552	618	686	762	838	922	11%
SUB-TOTAL	7456	16%	8614	9848	11320	13040	14984	17134	15%
CROSS-INDUSTRY SECTORS									
PLANNING AND ANALYSIS	250	0%	250	246	241	237	231	225	-2%
ACCOUNTING	1030	2%	1051	1072	1093	1115	1137	1160	2%
HUMAN RESOURCES	893	11%	992	1111	1252	1420	1598	1789	13%
ENGINEERING/SCIENTIFIC	250	5%	263	276	289	304	319	335	5%
EDUCATION/TRAINING	80	11%	89	98	106	115	123	130	8%
ON-LINE DATA BASES	722	23%	886	1112	1377	1675	2153	2620	24%
OTHER CROSS-INDUSTRY	620	3%	641	665	693	726	765	810	5%
SUB-TOTAL	3845	9%	4172	4580	5051	5592	6326	7069	11%
OTHER SECTORS									
UTILITY PROCESSING	2066	8%	2221	2377	2567	2721	2911	3109	7%
VALUE ADDED NETWORKS	308	33%	409	532	686	885	1115	1393	28%
GRAND TOTAL	13675	13%	15416	17337	19624	22238	25336	28705	13%

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EXHIBIT V-B-5

PROCESSING FACILITIES MANAGEMENT MARKET BY MARKET SEGMENT, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
INDUSTRY-SPECIFIC									
DISCRETE MANUFACTURING	44	16%	51	59	69	79	92	107	16%
PROCESS MANUFACTURING	40	10%	44	48	53	56	59	62	7%
TRANSPORTATION	26	4%	27	28	30	31	33	34	5%
UTILITIES	20	5%	21	23	25	28	33	38	13%
TELECOMMUNICATIONS	17	18%	20	23	32	37	43	50	20%
DISTRIBUTION	48	6%	51	54	58	62	68	73	7%
BANKING AND FINANCE	848	16%	980	1120	1280	1470	1705	1975	15%
INSURANCE	325	10%	357	394	449	502	558	619	12%
MEDICAL	327	16%	379	443	519	602	698	816	17%
EDUCATION	19	5%	20	21	22	23	24	25	5%
SERVICES	7	0%	7	7	8	8	8	8	3%
FEDERAL GOVERNMENT	189	13%	213	223	252	272	301	330	9%
STATE AND LOCAL GOVERNMENT	296	16%	343	401	473	559	659	710	16%
OTHER INDUSTRY-SPECIFIC	9	11%	10	10	11	12	13	13	5%
SUB-TOTAL	2215	14%	2523	2854	3281	3741	4294	4860	14%
CROSS INDUSTRY TOTAL	60	3%	62	63	64	76	71	76	4%
UTILITY PROCESSING SECTOR	156	16%	181	211	242	281	332	392	17%
GRAND TOTAL	2431	14%	2766	3128	3587	4098	4697	5328	14%

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EXHIBIT V-B-6

ON-LINE DATA BASE SERVICES MARKET
BY MARKET SEGMENT, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
INDUSTRY-SPECIFIC									
DISCRETE MANUFACTURING	126	18%	149	178	213	266	305	368	20%
PROCESS MANUFACTURING	176	14%	200	231	283	315	382	408	15%
TRANSPORTATION	61	10%	67	74	87	102	120	141	16%
UTILITIES	25	12%	28	32	34	39	45	49	12%
TELECOMMUNICATIONS	61	23%	75	95	123	143	184	228	25%
DISTRIBUTION	178	32%	235	296	370	459	564	671	23%
BANKING AND FINANCE	701	25%	876	1010	1241	1428	1727	1979	18%
INSURANCE	82	12%	92	103	116	136	158	175	14%
MEDICAL	114	31%	149	189	217	276	324	409	22%
EDUCATION	48	17%	56	62	70	78	88	100	12%
SERVICES	262	14%	299	337	398	449	512	605	15%
FEDERAL GOVERNMENT	5	60%	8	10	13	14	15	19	19%
STATE AND LOCAL GOVERNMENT	6	50%	9	12	15	18	20	23	21%
OTHER INDUSTRY-SPECIFIC	49	33%	65	81	102	126	155	166	21%
SUB-TOTAL	1894	22%	2308	2710	3282	3849	4599	5341	18%
CROSS INDUSTRY									
SECURITIES	154	27%	195	252	322	409	558	679	28%
CREDIT	237	23%	291	342	389	440	512	576	15%
TEXT/BIBLIOGRAPHY	82	20%	98	117	143	173	210	254	21%
NEWS	154	24%	191	259	334	412	575	759	32%
ECONOMIC/OTHER	95	17%	111	142	189	241	298	352	26%
SUB-TOTAL	722	23%	886	1112	1377	1675	2153	2620	24%
GRAND TOTAL	2616	22%	3194	3822	4659	5524	6752	7961	20%

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EXHIBIT V-B-7

SOFTWARE PRODUCTS MARKET
BY MARKET SEGMENT, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
APPLICATIONS SOFTWARE									
INDUSTRY-SPECIFIC									
DISCRETE MANUFACTURING	717	25%	897	1141	1451	1822	2120	2686	25%
PROCESS MANUFACTURING	124	5%	130	139	149	162	176	194	8%
TRANSPORTATION	132	23%	163	205	235	309	373	447	22%
UTILITIES	108	13%	122	138	158	181	219	267	17%
TELECOMMUNICATIONS	49	39%	68	96	137	191	264	363	40%
DISTRIBUTION	292	31%	383	505	666	867	1125	1366	29%
BANKING AND FINANCE	860	23%	1061	1302	1605	1976	2505	3010	23%
INSURANCE	311	18%	366	439	522	616	733	870	19%
MEDICAL	296	48%	438	625	897	1262	1757	2167	38%
EDUCATION	68	19%	81	97	114	134	155	178	17%
SERVICES	110	23%	135	165	202	247	302	370	22%
FEDERAL GOVERNMENT	62	19%	74	82	92	106	132	162	17%
STATE AND LOCAL GOVERNMENT	45	16%	52	61	72	85	101	120	18%
OTHER INDUSTRY-SPECIFIC	68	34%	91	121	159	210	276	363	32%
SUB-TOTAL	3242	25%	4061	5116	6459	8168	10238	12563	25%
CROSS-INDUSTRY									
PLANNING AND ANALYSIS	1289	12%	1438	1600	1777	1968	2237	2521	12%
ACCOUNTING	1044	11%	1164	1299	1453	1628	1809	2001	11%
HUMAN RESOURCES	440	19%	522	608	685	737	782	820	9%
ENGINEERING/SCIENTIFIC	182	25%	228	286	358	449	563	707	25%
EDUCATION/TRAINING	70	24%	87	110	132	158	193	236	22%
OTHER CROSS-INDUSTRY	657	21%	798	966	1176	1461	1796	2277	23%
SUB-TOTAL	3682	15%	4237	4869	5581	6401	7380	8562	15%
TOTAL APPLICATIONS SOFTWARE	6924	20%	8298	9985	12040	14569	17618	21125	21%
SYSTEMS SOFTWARE									
APPLICATION DEVELOPMENT	2490	16%	2882	3290	3990	4883	6060	7410	21%
SYSTEMS CONTROL	2325	29%	3008	3755	4483	5286	6501	9412	26%
DATA CENTER MANAGEMENT	1270	27%	1611	2083	2591	3280	4265	5140	26%
TOTAL SYSTEMS SOFTWARE	6085	23%	7501	9128	11064	13449	16826	21962	24%
GRAND TOTAL	13009	21%	15799	19113	23104	28018	34444	43087	22%

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MINI/MAINFRAME SOFTWARE PRODUCTS MARKET
BY MARKET SEGMENT, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
INDUSTRY-SPECIFIC									
DISCRETE MANUFACTURING	661	22%	806	984	1210	1491	1644	1972	20%
PROCESS MANUFACTURING	96	4%	100	107	114	123	133	145	8%
TRANSPORTATION	110	20%	132	158	170	228	274	328	20%
UTILITIES	75	11%	83	91	100	110	129	152	13%
TELECOMMUNICATIONS	42	36%	57	81	113	156	213	287	38%
DISTRIBUTION	215	29%	277	357	461	595	767	902	27%
BANKING AND FINANCE	770	22%	940	1135	1375	1677	2115	2540	22%
INSURANCE	230	15%	265	304	346	391	451	525	15%
MEDICAL	252	45%	366	512	717	997	1365	1638	35%
EDUCATION	25	12%	28	32	36	41	46	52	13%
SERVICES	86	22%	105	127	154	186	225	272	21%
FEDERAL GOVERNMENT	50	18%	59	66	74	85	106	130	17%
STATE AND LOCAL GOVERNMENT	35	11%	39	45	52	60	70	82	16%
OTHER INDUSTRY-SPECIFIC	63	32%	83	109	141	183	237	306	30%
SUB-TOTAL	2710	23%	3340	4108	5063	6323	7775	9331	23%
CROSS-INDUSTRY									
PLANNING AND ANALYSIS	603	10%	663	710	785	864	961	1076	10%
ACCOUNTING	810	9%	883	962	1049	1143	1246	1359	9%
HUMAN RESOURCES	410	18%	485	563	630	670	700	720	8%
ENGINEERING/SCIENTIFIC	150	24%	186	231	286	355	440	545	24%
EDUCATION/TRAINING	30	23%	37	46	55	65	76	88	19%
OTHER CROSS-INDUSTRY	218	21%	263	316	384	479	598	732	23%
SUB-TOTAL	2221	13%	2517	2828	3189	3576	4021	4520	12%
TOTAL APPLICATIONS SOFTWARE	4931	19%	5857	6936	8252	9899	11796	13851	19%
SYSTEMS SOFTWARE									
APPLICATION DEV TOOLS	2100	12%	2352	2530	2985	3582	4370	5200	17%
SYSTEMS CONTROL	2000	30%	2600	3206	3688	4185	5106	7520	24%
DATA CENTER MANAGEMENT	1250	27%	1588	2040	2519	3145	4025	4700	24%
SUB-TOTAL	5350	22%	6540	7776	9192	10912	13501	17420	22%
GRAND TOTAL	10281	21%	12397	14712	17444	20811	25297	31271	20%

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MICROCOMPUTER SOFTWARE PRODUCTS MARKET
BY MARKET SEGMENT, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
INDUSTRY-SPECIFIC									
DISCRETE MANUFACTURING	56	63%	91	157	241	331	476	714	51%
PROCESS MANUFACTURING	28	7%	30	32	35	39	43	49	10%
TRANSPORTATION	22	41%	31	47	65	81	99	119	31%
UTILITIES	33	18%	39	47	58	71	90	115	24%
TELECOMMUNICATIONS	7	57%	11	15	24	35	51	76	47%
DISTRIBUTION	77	38%	106	148	205	272	358	464	34%
BANKING AND FINANCE	90	34%	121	167	230	299	390	470	31%
INSURANCE	81	25%	101	135	176	225	282	345	28%
MEDICAL	44	64%	72	113	180	265	392	529	49%
EDUCATION	43	23%	53	65	78	93	109	126	19%
SERVICES	24	25%	30	38	48	61	77	98	27%
FEDERAL GOVERNMENT	12	25%	15	16	18	21	26	32	16%
STATE AND LOCAL GOVERNMENT	10	30%	13	16	20	25	31	38	24%
OTHER INDUSTRY-SPECIFIC	5	60%	8	12	18	27	39	57	48%
SUB-TOTAL	532	36%	721	1008	1396	1845	2463	3232	35%
CROSS-INDUSTRY									
PLANNING AND ANALYSIS	686	13%	775	890	992	1104	1276	1445	13%
ACCOUNTING	234	20%	281	337	404	485	563	642	18%
HUMAN RESOURCES	30	23%	37	45	55	67	82	100	22%
ENGINEERING/SCIENTIFIC	32	31%	42	55	72	94	123	162	31%
EDUCATION/TRAINING	40	25%	50	64	77	93	117	148	24%
OTHER CROSS-INDUSTRY	439	22%	535	650	792	982	1198	1545	24%
SUB-TOTAL	1461	18%	1720	2041	2392	2825	3359	4042	19%
TOTAL APPLICATIONS SOFTWARE	1993	22%	2441	3049	3788	4670	5822	7274	24%
SYSTEMS SOFTWARE									
APPLICATION DEV TOOLS	390	36%	530	760	1005	1301	1690	2210	33%
SYSTEMS CONTROL	325	26%	408	549	795	1101	1395	1892	36%
DATA CENTER MANAGEMENT	20	15%	23	43	72	135	240	440	80%
SUB-TOTAL	735	31%	961	1352	1872	2537	3325	4542	36%
GRAND TOTAL	2728	25%	3402	4401	5660	7207	9147	11816	28%

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EXHIBIT V-B-10

SYSTEMS SOFTWARE PRODUCTS MARKET
BY DELIVERY MODE, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
APPLICATION DEVELOPMENT TOOLS									
MAINFRAME/MINI	2100	12%	2352	2530	2985	3582	4370	5200	17%
MICRO	390	36%	530	760	1005	1301	1690	2210	33%
TOTAL APPLICATION DEV. TOOLS	2490	16%	2882	3290	3990	4883	6060	7410	21%
SYSTEMS CONTROL									
MAINFRAME/MINI	2000	30%	2600	3206	3688	4185	5106	7520	24%
MICRO	325	26%	408	549	795	1101	1395	1892	36%
TOTAL SYSTEMS CONTROL	2325	29%	3008	3755	4483	5286	6501	9412	26%
DATA CENTER MANAGEMENT									
MAINFRAME/MINI	1250	27%	1588	2040	2519	3145	4025	4700	24%
MICRO	20	15%	23	43	72	135	240	440	80%
TOTAL DATA CENTER MANAGEMENT	1270	27%	1611	2083	2591	3280	4265	5140	26%
TOTAL MAINFRAME/MINI	5350	22%	6540	7776	9192	10912	13501	17420	22%
TOTAL MICROCOMPUTER	735	31%	961	1352	1872	2537	3325	4542	36%
GRAND TOTAL	6085	23%	7501	9128	11064	13449	16826	21962	24%

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EXHIBITI V-B-11

TURNKEY SYSTEMS MARKET
BY MARKET SEGMENT, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
INDUSTRY-SPECIFIC									
DISCRETE MANUFACTURING	1481	21%	1792	2155	2655	3191	3809	4724	21%
PROCESS MANUFACTURING	327	10%	360	400	441	492	541	580	10%
TRANSPORTATION	120	21%	145	171	206	248	300	358	20%
UTILITIES	26	12%	29	32	36	40	45	51	12%
TELECOMMUNICATIONS	199	18%	235	279	338	411	497	606	21%
DISTRIBUTION	451	25%	564	703	865	1009	1146	1294	18%
BANKING AND FINANCE	630	14%	720	815	930	1070	1245	1440	15%
INSURANCE	164	18%	193	230	281	342	411	480	20%
MEDICAL	516	17%	604	713	841	992	1181	1394	18%
EDUCATION	90	14%	103	119	137	160	181	201	14%
SERVICES	338	17%	395	465	599	650	760	880	17%
FEDERAL GOVERNMENT	276	24%	342	414	504	606	720	846	20%
STATE AND LOCAL GOVERNMENT	93	18%	110	130	156	188	227	272	20%
OTHER INDUSTRY-SPECIFIC	99	22%	121	147	177	212	250	295	20%
SUB-TOTAL	4810	19%	5713	6773	8166	9611	11313	13421	19%
CROSS INDUSTRY									
PLANNING AND ANALYSIS	242	10%	266	297	346	374	401	425	10%
ACCOUNTING	358	10%	394	433	476	519	561	600	9%
HUMAN RESOURCES	190	14%	217	245	274	304	335	365	11%
ENGINEERING/SCIENTIFIC	280	15%	322	370	426	490	563	648	15%
EDUCATION/TRAINING	120	14%	137	156	176	197	221	248	13%
OTHER CROSS-INDUSTRY	1042	9%	1140	1245	1332	1489	1632	1823	10%
SUB-TOTAL	2232	11%	2476	2746	3030	3373	3713	4109	11%
GRAND TOTAL	7042	16%	8189	9519	11196	12984	15026	17530	16%

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EXHIBIT V-B-12

PROFESSIONAL SERVICES MARKET BY INDUSTRY, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
INDUSTRY-SPECIFIC									
DISCRETE MANUFACTURING	1695	23%	2089	2712	3327	4071	4764	5688	22%
PROCESS MANUFACTURING	932	19%	1109	1259	1427	1836	2432	3055	22%
TRANSPORTATION	137	15%	157	184	215	256	305	407	21%
UTILITIES	67	10%	74	83	90	96	103	112	9%
TELECOMMUNICATIONS	392	25%	489	611	764	955	1193	1392	23%
DISTRIBUTION	536	17%	625	735	945	1140	1290	1460	18%
BANKING AND FINANCE	1250	19%	1490	1773	2110	2511	2988	3456	18%
INSURANCE	811	16%	940	1082	1244	1431	1645	1950	16%
MEDICAL	220	21%	266	324	399	494	598	724	22%
EDUCATION	65	8%	70	77	84	92	101	110	9%
SERVICES	140	16%	163	189	219	258	302	397	19%
FEDERAL GOVERNMENT	2764	17%	3230	3574	3989	4414	4917	5536	11%
STATE AND LOCAL GOVERNMENT	1342	17%	1575	1764	2099	2498	2973	3775	19%
OTHER INDUSTRY-SPECIFIC	220	20%	265	331	401	490	570	673	20%
GRAND TOTAL	10571	19%	12542	14698	17313	20542	24181	28735	18%

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EXHIBIT V-B-13

PROFESSIONAL SERVICES MARKET
BY TYPE OF SERVICE, 1986-1991

SEGMENTATION	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
FEDERAL GOVERNMENT PROFESSIONAL SERVICES									
SOFTWARE DEVELOPMENT	850	13%	961	1078	1220	1285	1443	1652	11%
CONSULTING	305	16%	355	370	390	430	450	480	6%
EDUCATION & TRAINING	250	8%	270	300	330	370	400	410	9%
SYSTEMS INTEGRATION	789	15%	904	1026	1189	1399	1634	1924	16%
FACILITIES MANAGEMENT	570	30%	740	800	860	930	990	1070	8%
SUB-TOTAL	2764	17%	3230	3574	3989	4414	4917	5536	11%
COMMERCIAL PROFESSIONAL SERVICES									
SOFTWARE DEVELOPMENT	4964	16%	5768	6690	7760	9000	10445	12099	16%
CONSULTING	1420	20%	1709	2100	2585	3180	3900	4765	23%
EDUCATION & TRAINING	854	23%	1052	1290	1590	1955	2405	2970	23%
SYSTEMS INTEGRATION	409	49%	608	853	1179	1760	2248	3055	38%
FACILITIES MANAGEMENT	160	9%	175	191	210	233	266	310	12%
SUB-TOTAL	7807	19%	9312	11124	13324	16128	19264	23199	20%
GRAND TOTAL PROFESSIONAL SERVICES									
SOFTWARE DEVELOPMENT	5814	16%	6729	7768	8980	10285	11888	13751	15%
CONSULTING	1725	20%	2064	2470	2975	3610	4350	5245	21%
EDUCATION & TRAINING	1104	20%	1322	1590	1920	2325	2805	3380	21%
SYSTEMS INTEGRATION	1198	26%	1512	1879	2368	3159	3882	4979	27%
FACILITIES MANAGEMENT	730	25%	915	991	1070	1163	1256	1380	9%
GRAND TOTAL	10571	19%	12542	14698	17313	20542	24181	28735	18%

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EXHIBIT V-B-14

DISCRETE MANUFACTURING INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	525	18%	621	740	887	1062	1218	1470	19%
FACILITY MANAGEMENT	44	16%	51	59	69	79	92	107	16%
TOTAL PROCESSING SERVICES	569	18%	672	799	956	1141	1310	1577	19%
APPLICATION SOFTWARE									
MAINFRAME/MINI	661	22%	806	984	1210	1491	1644	1972	20%
MICRO	56	63%	91	157	241	331	476	714	51%
TOTAL APPLICATION SOFTWARE	717	25%	897	1141	1451	1822	2120	2686	25%
TURNKEY SYSTEMS	1481	21%	1792	2155	2655	3191	3809	4724	21%
SECTOR TOTAL	2767	21%	3361	4095	5062	6154	7239	8987	22%

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EXHIBIT V-B-15

PROCESS MANUFACTURING INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	657	14%	749	854	974	1110	1265	1442	14%
FACILITY MANAGEMENT	40	10%	44	48	53	56	59	62	7%
TOTAL PROCESSING SERVICES	697	14%	793	902	1027	1166	1324	1504	14%
APPLICATION SOFTWARE									
MAINFRAME/MINI	96	4%	100	107	114	123	133	145	8%
MICRO	28	7%	30	32	35	39	43	49	10%
TOTAL APPLICATION SOFTWARE	124	5%	130	139	149	162	176	194	8%
TURNKEY SYSTEMS	327	10%	360	400	441	492	541	580	10%
SECTOR TOTAL	1148	12%	1283	1441	1617	1820	2041	2278	12%

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EXHIBIT V-B-16

TRANSPORTATION INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	190	10%	209	230	264	309	365	427	15%
FACILITY MANAGEMENT	26	4%	27	28	30	31	33	34	5%
TOTAL PROCESSING SERVICES	216	9%	236	258	294	340	398	461	14%
APPLICATION SOFTWARE									
MAINFRAME/MINI	110	20%	132	158	170	228	274	328	20%
MICRO	22	41%	31	47	65	81	99	119	31%
TOTAL APPLICATION SOFTWARE	132	23%	163	205	235	309	373	447	22%
TURNKEY SYSTEMS	120	21%	145	171	206	248	300	358	20%
SECTOR TOTAL	468	16%	544	634	735	897	1071	1266	18%

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EXHIBIT V-B-17

UTILITIES INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	108	8%	117	126	137	150	165	181	9%
FACILITY MANAGEMENT	20	5%	21	23	25	28	33	38	13%
TOTAL PROCESSING SERVICES	128	8%	138	149	162	178	198	219	10%
APPLICATION SOFTWARE									
MAINFRAME/MINI	75	11%	83	91	100	110	129	152	13%
MICRO	33	18%	39	47	58	71	90	115	24%
TOTAL APPLICATION SOFTWARE	108	13%	122	138	158	181	219	267	17%
TURNKEY SYSTEMS	26	12%	29	32	36	40	45	51	12%
SECTOR TOTAL	262	10%	289	319	356	399	462	537	13%

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EXHIBIT V-B-18

TELECOMMUNICATIONS INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	340	16%	394	473	558	652	766	910	18%
FACILITY MANAGEMENT	17	18%	20	23	32	37	43	50	20%
TOTAL PROCESSING SERVICES	357	16%	414	496	590	689	809	960	18%
APPLICATION SOFTWARE									
MAINFRAME/MINI	42	36%	57	81	113	156	213	287	38%
MICRO	7	57%	11	15	24	35	51	76	47%
TOTAL APPLICATION SOFTWARE	49	39%	68	96	137	191	264	363	40%
TURNKEY SYSTEMS	199	18%	235	279	338	411	497	606	21%
SECTOR TOTAL	605	19%	717	871	1065	1291	1570	1929	22%

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EXHIBIT V-B-19

DISTRIBUTION INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	773	14%	883	1015	1185	1396	1592	1767	15%
FACILITY MANAGEMENT	48	6%	51	54	58	62	68	73	7%
TOTAL PROCESSING SERVICES	821	14%	934	1069	1243	1458	1660	1840	15%
APPLICATION SOFTWARE									
MAINFRAME/MINI	215	29%	277	357	461	595	767	902	27%
MICRO	77	38%	106	148	205	272	358	464	34%
TOTAL APPLICATION SOFTWARE	292	31%	383	505	666	867	1125	1366	29%
TURNKEY SYSTEMS	451	25%	564	703	865	1009	1146	1294	18%
SECTOR TOTAL	1564	20%	1881	2277	2774	3334	3931	4500	19%

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EXHIBIT V-B-20

RETAIL INDUSTRY SEGMENT
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	564	17%	659	776	932	1127	1310	1471	17%
FACILITY MANAGEMENT	16	13%	18	20	23	26	31	35	14%
TOTAL PROCESSING SERVICES	580	17%	677	796	955	1153	1341	1506	17%
APPLICATION SOFTWARE									
MAINFRAME/MINI	72	32%	95	129	172	231	308	361	31%
MICRO	32	47%	47	71	105	142	190	248	39%
TOTAL APPLICATION SOFTWARE	104	37%	142	200	277	373	498	609	34%
TURNKEY SYSTEMS	227	30%	295	380	484	560	625	690	19%
TOTAL	911	22%	1114	1376	1716	2086	2464	2805	20%

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EXHIBIT V-B-21

WHOLESALE INDUSTRY SEGMENT
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	209	7%	224	239	253	269	282	296	6%
FACILITY MANAGEMENT	32	3%	33	34	35	36	37	38	3%
TOTAL PROCESSING SERVICES	241	7%	257	273	288	305	319	334	5%
APPLICATION SOFTWARE									
MAINFRAME/MINI	143	27%	182	228	289	364	459	541	24%
MICRO	45	31%	59	77	100	130	168	216	30%
TOTAL APPLICATION SOFTWARE	188	28%	241	305	389	494	627	757	26%
TURNKEY SYSTEMS	224	20%	269	323	381	449	521	604	18%
TOTAL	653	17%	767	901	1058	1248	1467	1695	17%

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EXHIBIT V-B-22

BANKING AND FINANCE INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	2350	17%	2757	3135	3605	4145	4810	5470	15%
FACILITY MANAGEMENT	848	16%	980	1120	1280	1470	1705	1975	15%
TOTAL PROCESSING SERVICES	3198	17%	3737	4255	4885	5615	6515	7445	15%
APPLICATION SOFTWARE									
MAINFRAME/MINI	770	22%	940	1135	1375	1677	2115	2540	22%
MICRO	90	34%	121	167	230	299	390	470	31%
TOTAL APPLICATION SOFTWARE	860	23%	1061	1302	1605	1976	2505	3010	23%
TURNKEY SYSTEMS	630	14%	720	815	930	1070	1245	1440	15%
SECTOR TOTAL	4688	18%	5518	6372	7420	8661	10265	11895	17%

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EXHIBIT V-B-23

COMMERCIAL BANKING SEGMENT
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	1280	17%	1500	1723	1980	2340	2760	3190	16%
FACILITY MANAGEMENT	563	18%	665	760	865	995	1150	1340	15%
TOTAL PROCESSING SERVICES	1843	17%	2165	2483	2845	3335	3910	4530	16%
APPLICATION SOFTWARE									
MAINFRAME/MINI	570	24%	705	855	1040	1280	1615	1975	23%
MICRO	50	38%	69	96	127	168	225	275	32%
TOTAL APPLICATION SOFTWARE	620	25%	774	951	1167	1448	1840	2250	24%
TURNKEY SYSTEMS	349	17%	408	473	550	640	750	885	17%
TOTAL	2812	19%	3347	3907	4562	5423	6500	7665	18%

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EXHIBIT V-B-24

SAVINGS AND LOAN INDUSTRY SEGMENT
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	350	14%	400	460	530	610	720	754	14%
FACILITY MANAGEMENT	72	11%	80	89	99	106	129	145	13%
TOTAL PROCESSING SERVICES	422	14%	480	549	629	716	849	899	13%
APPLICATION SOFTWARE									
MAINFRAME/MINI	120	21%	145	168	200	250	325	360	20%
MICRO	24	25%	30	40	56	70	90	110	30%
TOTAL APPLICATION SOFTWARE	144	22%	175	208	256	320	415	470	22%
TURNKEY SYSTEMS	109	10%	120	133	149	169	184	200	11%
TOTAL	675	15%	775	890	1034	1205	1448	1569	15%

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EXHIBIT V-B-25

SECURITIES AND COMMODITIES INDUSTRY SEGMENT
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	375	17%	440	505	580	670	780	830	14%
FACILITY MANAGEMENT	126	14%	144	164	181	206	253	280	14%
TOTAL PROCESSING SERVICES	501	17%	584	669	761	876	1033	1110	14%
APPLICATION SOFTWARE									
MAINFRAME/MINI	40	25%	50	62	72	82	100	115	18%
MICRO	9	33%	12	15	21	27	36	45	30%
TOTAL APPLICATION SOFTWARE	49	27%	62	77	93	109	136	160	21%
TURNKEY SYSTEMS	116	13%	131	150	170	195	219	240	13%
TOTAL	666	17%	777	896	1024	1180	1388	1510	14%

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EXHIBIT V-B-26

OTHER BANKING AND FINANCE INDUSTRY SEGMENT
USER-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	345	21%	417	447	515	525	550	696	11%
FACILITY MANAGEMENT	87	5%	91	107	135	163	173	210	18%
TOTAL PROCESSING SERVICES	432	18%	508	554	650	688	723	906	12%
APPLICATION SOFTWARE									
MAINFRAME/MINI	40	0%	40	50	63	65	75	90	18%
MICRO	7	43%	10	16	26	34	39	40	32%
TOTAL APPLICATION SOFTWARE	47	6%	50	66	89	99	114	130	21%
TURNKEY SYSTEMS	56	9%	61	59	61	66	92	115	14%
TOTAL	535	16%	619	679	800	853	929	1151	13%

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EXHIBIT V-B-27

INSURANCE INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	304	12%	339	383	430	485	564	626	13%
FACILITY MANAGEMENT	325	10%	357	394	449	502	558	619	12%
TOTAL PROCESSING SERVICES	629	11%	696	777	879	987	1122	1245	12%
APPLICATION SOFTWARE									
MAINFRAME/MINI	230	15%	265	304	346	391	451	525	15%
MICRO	81	25%	101	135	176	225	282	345	28%
TOTAL APPLICATION SOFTWARE	311	18%	366	439	522	616	733	870	19%
TURNKEY SYSTEMS	164	18%	193	230	281	342	411	480	20%
SECTOR TOTAL	1104	14%	1255	1446	1682	1945	2266	2595	16%

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EXHIBIT V-B-28

LIFE AND HEALTH INSURANCE INDUSTRY SEGMENT
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	146	12%	163	189	218	253	302	327	15%
FACILITY MANAGEMENT	296	10%	325	359	409	457	508	563	12%
TOTAL PROCESSING SERVICES	442	10%	488	548	627	710	810	890	13%
APPLICATION SOFTWARE									
MAINFRAME/MINI	108	16%	125	142	160	179	205	240	14%
MICRO	46	26%	58	78	102	132	168	203	28%
TOTAL APPLICATION SOFTWARE	154	19%	183	220	262	311	373	443	19%
TURNKEY SYSTEMS	75	19%	89	108	134	166	202	232	21%
TOTAL	671	13%	760	876	1023	1187	1385	1565	16%

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EXHIBIT V-B-29

PROPERTY/CASUALTY INDUSTRY SEGMENT
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	58	10%	64	74	85	98	116	126	15%
FACILITY MANAGEMENT	10	10%	11	12	13	15	17	19	12%
TOTAL PROCESSING SERVICES	68	10%	75	86	98	113	133	145	14%
APPLICATION SOFTWARE									
MAINFRAME/MINI	81	15%	93	107	122	139	161	187	15%
MICRO	26	23%	32	44	58	75	95	115	29%
TOTAL APPLICATION SOFTWARE	107	17%	125	151	180	214	256	302	19%
TURNKEY SYSTEMS	26	19%	31	37	46	57	69	80	21%
TOTAL	201	15%	231	274	324	384	458	527	18%

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EXHIBIT V-B-30

OTHER INSURANCE INDUSTRIES SEGMENT
USER-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	100	12%	112	120	127	134	146	173	9%
FACILITY MANAGEMENT	19	11%	21	23	27	30	33	37	12%
TOTAL PROCESSING SERVICES	119	12%	133	143	154	164	179	210	10%
APPLICATION SOFTWARE									
MAINFRAME/MINI	41	15%	47	55	64	73	85	98	16%
MICRO	9	22%	11	13	16	18	19	27	20%
TOTAL APPLICATION SOFTWARE	50	16%	58	68	80	91	104	125	17%
TURNKEY SYSTEMS	63	16%	73	85	101	119	140	168	18%
TOTAL	232	14%	264	296	335	374	423	503	14%

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EXHIBIT V-B-31

MEDICAL INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMPUTING	601	18%	708	822	945	1103	1295	1516	16%
FACILITY MANAGEMENT	327	16%	379	443	519	602	698	816	17%
TOTAL PROCESSING SERVICES	928	17%	1087	1265	1464	1705	1993	2332	16%
APPLICATION SOFTWARE									
MAINFRAME/MINI	252	45%	366	512	717	997	1365	1638	35%
MICRO	44	64%	72	113	180	265	392	529	49%
TOTAL APPLICATION SOFTWARE	296	48%	438	625	897	1262	1757	2167	38%
TURNKEY SYSTEMS	516	17%	604	713	841	992	1181	1394	18%
SECTOR TOTAL	1740	22%	2129	2603	3202	3959	4931	5893	23%

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EXHIBIT V-B-32

HOSPITAL INDUSTRY SEGMENT
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	505	17%	593	685	783	910	1071	1256	16%
FACILITY MANAGEMENT	268	16%	310	362	425	493	574	669	17%
TOTAL PROCESSING SERVICES	773	17%	903	1047	1208	1403	1645	1925	16%
APPLICATION SOFTWARE									
MAINFRAME/MINI	207	43%	296	410	566	778	1078	1294	34%
MICRO	29	55%	45	67	101	140	220	297	46%
TOTAL APPLICATION SOFTWARE	236	44%	341	477	667	918	1298	1591	36%
TURNKEY SYSTEMS	397	17%	463	543	637	748	895	1056	18%
TOTAL	1406	21%	1707	2067	2512	3069	3838	4572	22%

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EXHIBIT V-B-33

PHYSICIANS/PROFESSIONAL INDUSTRY SEGMENT
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	84	20%	101	121	142	170	198	231	18%
FACILITY MANAGEMENT	52	19%	62	72	85	98	111	131	16%
TOTAL PROCESSING SERVICES	136	20%	163	193	227	268	309	362	17%
APPLICATION SOFTWARE									
MAINFRAME/MINI	38	50%	57	83	120	173	229	275	37%
MICRO	13	85%	24	41	70	111	153	206	54%
TOTAL APPLICATION SOFTWARE	51	59%	81	124	190	284	382	481	43%
TURNKEY SYSTEMS	103	19%	123	148	178	214	250	295	19%
TOTAL	290	27%	367	465	595	766	941	1138	25%

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EXHIBIT V-B-34

OTHER MEDICAL INDUSTRY SEGMENT
USER-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES	19	11%	21	25	29	34	39	45	16%
APPLICATION SOFTWARE									
MAINFRAME/MINI	7	86%	13	19	31	46	58	69	40%
MICRO	2	50%	3	5	9	14	19	26	54%
TOTAL APPLICATION SOFTWARE	9	78%	16	24	40	60	77	95	43%
TURNKEY SYSTEMS	16	13%	18	22	26	30	36	43	19%
TOTAL	44	25%	55	71	95	124	152	183	27%

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EDUCATION INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	101	11%	112	124	138	153	169	188	11%
FACILITY MANAGEMENT	19	5%	20	21	22	23	24	25	5%
TOTAL PROCESSING SERVICES	120	10%	132	145	160	176	193	213	10%
APPLICATION SOFTWARE									
MAINFRAME/MINI	25	12%	28	32	36	41	46	52	13%
MICRO	43	23%	53	65	78	93	109	126	19%
TOTAL APPLICATION SOFTWARE	68	19%	81	97	114	134	155	178	17%
TURNKEY SYSTEMS	90	14%	103	119	137	160	181	201	14%
SECTOR TOTAL	278	14%	316	361	411	470	529	592	13%

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EXHIBIT V-B-36

SERVICES INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	850	14%	969	1095	1237	1398	1580	1785	13%
FACILITY MANAGEMENT	7	0%	7	7	8	8	8	8	3%
TOTAL PROCESSING SERVICES	857	14%	976	1102	1245	1406	1588	1793	13%
APPLICATION SOFTWARE									
MAINFRAME/MINI	86	22%	105	127	154	186	225	272	21%
MICRO	24	25%	30	38	48	61	77	98	27%
TOTAL APPLICATION SOFTWARE	110	23%	135	165	202	247	302	370	22%
TURNKEY SYSTEMS	338	17%	395	465	599	650	760	880	17%
SECTOR TOTAL	1305	15%	1506	1732	2046	2303	2650	3043	15%

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EXHIBIT V-B-37

FEDERAL GOVERNMENT INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	54	33%	72	75	84	87	84	102	7%
FACILITY MANAGEMENT	189	13%	213	223	252	272	301	330	9%
TOTAL PROCESSING SERVICES	243	17%	285	298	336	359	385	432	9%
APPLICATION SOFTWARE									
MAINFRAME/MINI	50	18%	59	66	74	85	106	130	17%
MICRO	12	25%	15	16	18	21	26	32	16%
TOTAL APPLICATION SOFTWARE	62	19%	74	82	92	106	132	162	17%
TURNKEY SYSTEMS	276	24%	342	414	504	606	720	846	20%
SECTOR TOTAL	581	21%	701	794	932	1071	1237	1440	15%
OTHER EXPENDITURE BREAKDOWN									
PROFESSIONAL SERVICES									
SOFTWARE DEVELOPEMENT	850	13%	961	1078	1220	1285	1443	1652	11%
CONSULTING	305	16%	355	370	390	430	450	480	6%
EDUCATION & TRAINING	250	8%	270	300	330	370	400	410	9%
SYSTEMS INTEGRATION	789	15%	904	1026	1189	1399	1634	1924	16%
FACILITY MANAGEMENT	570	30%	740	800	860	930	990	1070	8%
TOTAL PROFESSIONAL SERVICES	2764	17%	3230	3574	3989	4414	4917	5536	11%

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EXHIBIT V-B-38

STATE AND LOCAL GOVERNMENT INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMP/BATCH	110	20%	132	158	190	228	273	328	20%
FACILITY MANAGEMENT	296	16%	343	401	473	559	659	710	16%
TOTAL PROCESSING SERVICES	406	17%	475	559	663	787	932	1038	17%
APPLICATION SOFTWARE									
MAINFRAME/MINI	35	11%	39	45	52	60	70	82	16%
MICRO	10	30%	13	16	20	25	31	38	24%
TOTAL APPLICATION SOFTWARE	45	16%	52	61	72	85	101	120	18%
TURNKEY SYSTEMS	93	18%	110	130	156	188	227	272	20%
SECTOR TOTAL	544	17%	637	750	891	1060	1260	1430	18%

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EXHIBIT V-B-39

OTHER INDUSTRIES INDUSTRY SECTOR
INDUSTRY-SPECIFIC SERVICES MARKET, 1986-1991

SEGMENTATION BY DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
PROCESSING SERVICES									
REMOTE COMPUTING	493	12%	552	618	686	762	838	922	11%
FACILITY MANAGEMENT	9	11%	10	10	11	12	13	13	5%
TOTAL PROCESSING SERVICES	502	12%	562	628	697	774	851	935	11%
APPLICATION SOFTWARE									
MAINFRAME/MINI	63	32%	83	109	141	183	237	306	30%
MICRO	5	60%	8	12	18	27	39	57	48%
TOTAL APPLICATION SOFTWARE	68	34%	91	121	159	210	276	363	32%
TURNKEY SYSTEMS	99	22%	121	147	177	212	250	295	20%
SECTOR TOTAL	669	16%	774	896	1033	1196	1377	1593	16%

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EXHIBIT V-B-40

PLANNING AND ANALYSIS SEGMENT
CROSS-INDUSTRY SERVICES MARKET
BY DELIVERY MODE, 1986-1991

DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
REMOTE COMPUTING/BATCH	250	0%	250	246	241	237	231	225	-2%
APPLICATION SOFTWARE									
MAINFRAME/MINI	603	10%	663	710	785	864	961	1076	10%
MICRO	686	13%	775	890	992	1104	1276	1445	13%
TOTAL APPLICATION SOFTWARE	1289	12%	1438	1600	1777	1968	2237	2521	12%
TURNKEY SYSTEMS	242	10%	266	297	346	374	401	425	10%
CROSS-INDUSTRY TOTAL	1781	10%	1954	2143	2364	2579	2869	3171	10%

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EXHIBIT V-B-41

ACCOUNTING SEGMENT
CROSS-INDUSTRY SERVICES MARKET
BY DELIVERY MODE, 1986-1991

DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
REMOTE COMP/BATCH	1030	2%	1051	1072	1093	1115	1137	1160	2%
APPLICATION SOFTWARE									
MAINFRAME/MINI	810	9%	883	962	1049	1143	1246	1359	9%
MICRO	234	20%	281	337	404	485	563	642	18%
TOTAL APPLICATION SOFTWARE	1044	11%	1164	1299	1453	1628	1809	2001	11%
TURNKEY SYSTEMS	358	10%	394	433	476	519	561	600	10%
CROSS-INDUSTRY TOTAL	2432	7%	2609	2804	3022	3262	3507	3761	8%

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EXHIBIT V-B-42

HUMAN RESOURCES SEGMENT
CROSS-INDUSTRY SERVICES MARKET
BY DELIVERY MODE, 1986-1991

DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
REMOTE COMPUTING/BATCH	893	11%	992	1111	1252	1420	1598	1789	13%
APPLICATION SOFTWARE									
MAINFRAME/MINI	410	18%	485	563	630	670	700	720	8%
MICRO	30	23%	37	45	55	67	82	100	22%
TOTAL APPLICATION SOFTWARE	440	19%	522	608	685	737	782	820	9%
TURNKEY SYSTEMS	190	14%	217	245	274	304	335	365	11%
CROSS-INDUSTRY TOTAL	1523	14%	1731	1964	2211	2461	2715	2974	11%

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EXHIBIT V-B-43

ENGINEERING AND SCIENTIFIC SEGMENT
CROSS-INDUSTRY SERVICES MARKET
BY DELIVERY MODE, 1986-1991

DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
REMOTE COMPUTING/BATCH	250	5%	263	276	289	304	319	335	5%
APPLICATION SOFTWARE									
MAINFRAME/MINI	150	24%	186	231	286	355	440	545	24%
MICRO	32	31%	42	55	72	94	123	162	31%
TOTAL APPLICATION SOFTWARE	182	25%	228	286	358	449	563	707	25%
TURNKEY SYSTEMS	280	15%	322	370	426	490	563	648	15%
CROSS-INDUSTRY TOTAL	712	14%	813	932	1073	1243	1445	1690	16%

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EXHIBIT V-B-44

EDUCATION AND TRAINING SEGMENT
CROSS-INDUSTRY SERVICES MARKET
BY DELIVERY MODE, 1986-1991

DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
REMOTE COMPUTING/BATCH	80	11%	89	98	106	115	123	130	8%
APPLICATION SOFTWARE									
MAINFRAME/MINI	30	23%	37	46	55	65	76	88	19%
MICRO	40	25%	50	64	77	93	117	148	24%
TOTAL APPLICATION SOFTWARE	70	24%	87	110	132	158	193	236	22%
TURNKEY SYSTEMS	120	14%	137	156	176	197	221	248	13%
CROSS-INDUSTRY TOTAL	270	16%	313	364	414	470	537	614	14%

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EXHIBIT V-B-45

OTHER CROSS-INDUSTRY SEGMENT
CROSS- INDUSTRY SERVICES MARKET
BY DELIVERY MODE, 1986-1991

DELIVERY MODE	($M) 1985	85-86 GROWTH	($M) 1986	($M) 1987	($M) 1988	($M) 1989	($M) 1990	($M) 1991	AAGR 86-91
REMOTE COMPUTING/BATCH	620	3%	641	665	693	726	765	810	5%
APPLICATION SOFTWARE									
MAINFRAME/MINI	218	21%	263	316	384	479	598	732	23%
MICRO	439	22%	535	650	792	982	1198	1545	24%
TOTAL APPLICATION SOFTWARE	657	21%	798	966	1176	1461	1796	2277	23%
TURNKEY SYSTEMS	1042	9%	1140	1245	1332	1489	1632	1823	10%
CROSS-INDUSTRY TOTAL	2319	11%	2579	2876	3201	3676	4193	4910	14%

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APPENDIX C: FORECAST RECONCILIATION

- This section analyzes the important differences between INPUT's 1985 and 1986 forecasts (see Exhibits V-C-1 through V-C-21).

- The overall market slowdown in late 1985 and early 1986 contributed to the majority of differences between the forecasts in both the 1985 user expenditures and overall five-year AAGRs.

  - The overall market, however, had only a 3% change (decrease) in user expenditures comparing the 1985 and 1986 forecasts.

  - In spite of the fact that the growth rate was lowered in the 1986 forecast (from 22% to 18%), as mentioned in the IS overview section of this report, the market is still experiencing healthy growth, especially compared to other segments of the economy.

- In the processing/network services market, most segments had a small decrease in 1985 base and 1990 market. The exception to this is the cross-industry segment which was impacted by changes in the engineering and scientific market.

  - INPUT has made a significant adjustment in the size of the market for engineering/scientific processing services. To avoid double counting, the cross-industry engineering and scientific processing services sold to the discrete manufacturing industry have been largely subtracted. It

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EXHIBIT V-C-1

RECONCILIATION OF INFORMATION SERVICES MARKETS BY DELIVERY MODE

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
REMOTE COMPUTING/BATCH								
INDUSTRY SPECIFIC	7827	7456	5%	17512	14984	17%	17%	15%
CROSS INDUSTRY	4852	3845	26%	10408	6326	65%	16%	11%
UTILITY PROCESSING	1896	2066	-8%	2437	2911	-16%	6%	7%
SUBTOTAL	14575	13367	9%	30357	24221	25%	16%	13%
FACILITIES MANAGEMENT								
INDUSTRY SPECIFIC	2151	2215	-3%	4436	4294	3%	16%	14%
CROSS INDUSTRY	60	60	0%	71	71	0%	3%	4%
UTILITY PROCESSING	156	156	0%	332	332	0%	16%	17%
SUBTOTAL	2367	2431	-3%	4839	4697	3%	15%	14%
TOTAL PROCESSING SERVICES								
INDUSTRY SPECIFIC	9978	9671	3%	21948	19278	14%	17%	15%
CROSS INDUSTRY	4912	3905	26%	10479	6397	64%	16%	11%
UTILITY PROCESSING	2052	2222	-8%	2869	3243	-12%	7%	8%
VANS	368	308	19%	1270	1115	14%	28%	28%
TOTAL	17310	16106	7%	36566	30033	22%	16%	13%
SOFTWARE PRODUCTS								
APPLICATION SOFTWARE PRODUCTS								
INDUSTRY SPECIFIC	3224	3242	-1%	12784	10238	25%	30%	25%
CROSS INDUSTRY	3740	3682	2%	8766	7380	19%	29%	15%
TOTAL APPLICATIONS SOFTWARE	6964	6924	1%	21550	17618	22%	25%	21%
TOTAL SYSTEM SOFTWARE	6322	6085	4%	19651	16826	17%	25%	24%
TOTAL SOFTWARE	13286	13009	2%	41201	34444	20%	25%	22%
TOTAL PROFESSIONAL SERVICES	10529	10571	0%	26315	24181	9%	20%	18%
TURNKEY SYSTEMS								
INDUSTRY SPECIFIC	5070	4810	5%	12646	11313	12%	20%	19%
CROSS INDUSTRY	2327	2232	4%	4721	3713	27%	15%	11%
TOTAL TURNKEY SYSTEMS	7397	7042	5%	17367	15026	16%	19%	16%
GRAND TOTAL	48522	46728	4%	121449	103684	17%	22%	18%

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EXHIBIT V-C-2

RECONCILIATION OF DISCRETE MANUFACTURING SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	781	525	49%	1842	1218	51%	19%	19%
FACILITY MANAGEMENT	44	44	0%	92	92	0%	16%	16%
TOTAL PROCESSING SERVICES	825	569	45%	1934	1310	48%	19%	19%
APPLICATION SOFTWARE	717	717	0%	2120	2120	0%	24%	25%
TURNKEY SYSTEMS	1481	1481	0%	3810	3809	0%	21%	21%

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EXHIBIT V-C-3

RECONCILIATION OF PROCESS MANUFACTURING SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	765	657	16%	1606	1265	27%	16%	14%
FACILITY MANAGEMENT	46	40	15%	102	59	73%	17%	7%
TOTAL PROCESSING SERVICES	811	697	16%	1708	1324	29%	16%	14%
APPLICATION SOFTWARE	160	124	29%	852	176	384%	40%	8%
TURNKEY SYSTEMS	340	327	4%	655	541	21%	14%	10%

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EXHIBIT V-C-4

RECONCILIATION OF TRANSPORTATION SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	190	190	0%	475	427	11%	20%	15%
FACILITY MANAGEMENT	26	26	0%	33	34	-3%	5%	5%
TOTAL PROCESSING SERVICES	216	216	0%	508	461	10%	19%	14%
APPLICATION SOFTWARE	132	132	0%	763	447	71%	42%	22%
TURNKEY SYSTEMS	123	120	3%	305	358	-15%	20%	20%

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EXHIBIT V-C-5

RECONCILIATION OF UTILITIES SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	133	108	23%	226	165	37%	11%	9%
FACILITY MANAGEMENT	12	20	-40%	19	33	-42%	10%	13%
TOTAL PROCESSING SERVICES	145	128	13%	245	198	24%	11%	10%
APPLICATION SOFTWARE	26	108	-76%	91	219	-58%	28%	17%
TURNKEY SYSTEMS	40	26	54%	98	45	118%	20%	12%

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EXHIBIT V-C-6

RECONCILIATION OF TELECOMMUNICATIONS SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	340	340	0%	745	766	-3%	17%	18%
FACILITY MANAGEMENT	18	17	6%	40	43	-7%	17%	20%
TOTAL PROCESSING SERVICES	358	357	0%	785	809	-3%	17%	18%
APPLICATION SOFTWARE	47	49	-4%	260	264	-2%	41%	40%
TURNKEY SYSTEMS	199	199	0%	500	497	1%	20%	21%

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EXHIBIT V-C-7

RECONCILIATION OF DISTRIBUTION SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	773	773	0%	1765	1592	11%	18%	15%
FACILITY MANAGEMENT	47	48	-2%	109	68	60%	18%	7%
TOTAL PROCESSING SERVICES	820	821	0%	1874	1660	13%	18%	15%
APPLICATION SOFTWARE	337	292	15%	1440	1125	28%	34%	29%
TURNKEY SYSTEMS	422	451	-6%	1041	1146	-9%	20%	18%

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EXHIBIT V-C-8

RECONCILIATION OF BANKING AND FINANCE SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	2411	2350	3%	5583	4810	16%	18%	15%
FACILITY MANAGEMENT	898	848	6%	1900	1705	11%	16%	15%
TOTAL PROCESSING SERVICES	3309	3198	3%	7483	6515	15%	18%	15%
APPLICATION SOFTWARE	939	860	9%	3466	2505	38%	30%	23%
TURNKEY SYSTEMS	644	630	2%	1473	1245	18%	18%	15%

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EXHIBIT V-C-9

RECONCILIATION OF INSURANCE SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	304	304	0%	564	564	0%	13%	13%
FACILITY MANAGEMENT	319	325	-2%	558	558	0%	12%	12%
TOTAL PROCESSING SERVICES	623	629	-1%	1122	1122	0%	12%	12%
APPLICATION SOFTWARE	286	311	-8%	912	733	24%	26%	19%
TURNKEY SYSTEMS	164	164	0%	411	411	0%	20%	20%

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EXHIBIT V-C-10

RECONCILIATION OF MEDICAL SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	601	601	0%	1295	1295	0%	17%	16%
FACILITY MANAGEMENT	387	327	18%	698	698	0%	17%	17%
TOTAL PROCESSING SERVICES	988	928	6%	1993	1993	0%	17%	16%
APPLICATION SOFTWARE	296	296	0%	1757	1757	0%	43%	38%
TURNKEY SYSTEMS	516	516	0%	1181	1181	0%	18%	18%

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EXHIBIT V-C-11

RECONCILIATION OF EDUCATION SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	53	101	-48%	90	169	-47%	11%	11%
FACILITY MANAGEMENT	19	19	0%	24	24	0%	5%	5%
TOTAL PROCESSING SERVICES	72	120	-40%	114	193	-41%	10%	10%
APPLICATION SOFTWARE	58	68	-15%	205	155	32%	29%	17%
TURNKEY SYSTEMS	91	90	1%	215	181	19%	19%	14%

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EXHIBIT V-C-12

RECONCILIATION OF SERVICES SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	853	850	0%	1900	1580	20%	17%	13%
FACILITY MANAGEMENT	6	7	-14%	12	8	50%	15%	3%
TOTAL PROCESSING SERVICES	859	857	0%	1912	1588	20%	17%	13%
APPLICATION SOFTWARE	110	110	0%	504	302	67%	36%	22%
TURNKEY SYSTEMS	355	338	5%	1256	760	65%	29%	17%

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EXHIBIT V-C-13

RECONCILIATION OF FEDERAL GOVERNMENT SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
TOTAL PROCESSING SERVICES	155	243	-36%	362	385	-6%	18%	9%
TOTAL APPLICATION SOFTWARE	30	62	-52%	55	132	-58%	22%	17%
TURNKEY SYSTEMS	503	276	82%	1230	720	71%	20%	20%

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EXHIBIT V-C-14

RECONCILIATION OF STATE AND LOCAL GOVERNMENT SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	59	110	-46%	160	328	-51%	22%	20%
FACILITY MANAGEMENT	296	296	0%	659	710	-7%	17%	16%
TOTAL PROCESSING SERVICES	355	406	-13%	819	1038	-21%	18%	17%
APPLICATION SOFTWARE	28	45	-38%	101	120	-16%	25%	18%
TURNKEY SYSTEMS	93	93	0%	274	272	1%	20%	20%

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EXHIBIT V-C-15

RECONCILIATION OF OTHER INDUSTRIES INDUSTRY SECTOR INDUSTRY-SPECIFIC MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
PROCESSING SERVICES								
REMOTE COMPUTING/BATCH SERV.	493	493	0%	1075	838	28%	17%	11%
FACILITY MANAGEMENT	9	9	0%	14	13	8%	9%	5%
TOTAL PROCESSING SERVICES	502	502	0%	1089	851	28%	17%	11%
APPLICATION SOFTWARE	68	68	0%	275	276	0%	32%	32%
TURNKEY SYSTEMS	99	99	0%	244	250	-2%	20%	20%

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EXHIBIT V-C-16

RECONCILIATION OF PLANNING AND ANALYSIS SEGMENT CROSS-INDUSTRY MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
REMOTE COMPUTING/BATCH SERV.	829	250	232%	1626	231	604%	14%	-2%
APPLICATION SOFTWARE								
MAINFRAME/MINI	603	603	0%	1596	961	66%	21%	10%
MICRO	686	686	0%	1294	1276	1%	14%	13%
TOTAL APPLICATION SOFTWARE	1289	1289	0%	2890	2237	29%	18%	12%
TURNKEY SYSTEMS	242	242	0%	602	401	50%	20%	10%

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EXHIBIT V-C-17

RECONCILIATION OF ACCOUNTING SEGMENT CROSS-INDUSTRY MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
REMOTE COMPUTING/BATCH SERV.	1033	1030	0%	2058	1137	81%	15%	2%
APPLICATION SOFTWARE								
MAINFRAME/MINI	912	810	13%	1785	1246	43%	14%	9%
MICRO	267	234	14%	820	563	46%	25%	18%
TOTAL APPLICATION SOFTWARE	1179	1044	13%	2605	1809	44%	17%	11%
TURNKEY SYSTEMS	376	358	5%	590	561	5%	20%	10%

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EXHIBIT V-C-18

RECONCILIATION OF HUMAN RESOURCES SEGMENT CROSS-INDUSTRY MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
REMOTE COMPUTING/BATCH SERV.	893	893	0%	1598	1598	0%	12%	13%
APPLICATION SOFTWARE								
MAINFRAME/MINI	410	410	0%	768	700	10%	13%	8%
MICRO	40	30	33%	107	82	30%	22%	22%
TOTAL APPLICATION SOFTWARE	450	440	2%	875	782	12%	14%	9%
TURNKEY SYSTEMS	218	190	15%	414	335	24%	14%	11%

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EXHIBIT V-C-19

RECONCILIATION OF ENGINEERING AND SCIENTIFIC SEGMENT CROSS-INDUSTRY MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
REMOTE COMPUTING/BATCH SERV.	915	250	266%	1389	319	335%	18%	5%
APPLICATION SOFTWARE								
MAINFRAME/MINI	150	150	0%	488	440	11%	24%	24%
MICRO	32	32	0%	179	123	46%	31%	31%
TOTAL APPLICATION SOFTWARE	182	182	0%	667	563	18%	25%	25%
TURNKEY SYSTEMS	280	280	0%	785	563	39%	18%	15%

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EXHIBIT V-C-20

RECONCILIATION OF EDUCATION AND TRAINING SEGMENT CROSS-INDUSTRY MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
REMOTE COMPUTING/BATCH SERV.	88	80	10%	148	123	20%	11%	8%
APPLICATION SOFTWARE								
MAINFRAME/MINI	30	30	0%	138	76	82%	36%	19%
MICRO	54	40	35%	383	117	227%	48%	24%
TOTAL APPLICATION SOFTWARE	84	70	20%	521	193	170%	44%	22%
TURNKEY SYSTEMS	122	120	2%	235	221	6%	14%	13%

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EXHIBIT V-C-21

RECONCILIATION OF OTHER CROSS-INDUSTRY SEGMENT CROSS-INDUSTRY MARKET FORECAST

DELIVERY MODE	1985 MARKET			1990 MARKET			85-90 AAGR FORECAST IN '85 REPORT (%)	86-91 AAGR FORECAST IN '86 REPORT (%)
	1985 FORECAST ($M)	1986 REPORT ($M)	VARIANCE AS % OF '86 RPT	1985 FORECAST ($M)	1986 FORECAST ($M)	VARIANCE AS % OF '86 FCST		
REMOTE COMPUTING/BATCH SERV.	372	620	-40%	710	765	-7%	14%	5%
APPLICATION SOFTWARE								
MAINFRAME/MINI	170	218	-22%	364	598	-39%	16%	23%
MICRO	386	439	-12%	950	1198	-21%	20%	24%
TOTAL APPLICATION SOFTWARE	556	657	-15%	1314	1796	-27%	19%	23%
TURNKEY SYSTEMS	1089	1042	5%	2230	1632	37%	15%	10%

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was deemed that those revenues had also been counted in discrete manufacturing industry-specific processing services. There is considerable overlap between the two sectors, and it is now apparent that many applications that were previously classified as cross-industry engineering and scientific are specific to discrete manufacturing.

- INPUT has reduced the forecasted growth rate of the engineering/scientific processing services market from 18% to 5%. The engineering community is increasingly bringing its computing work in-house. The increased performance and decreased cost of all computers, but primarily workstations and personal computers, has encouraged the acquisition and use of in-house computers. This process has dramatically cut into the use of outside processing services by engineers.

- A reconciliation between the software market forecasts made by INPUT in 1985 compared to the forecasts made in this report shows the base year (1985) numbers to be very similar. This reflects the overall stability of the software market as compared to other information service market segments. The 1990 forecasts decreased due to the impact the economic and corporate issues elaborated on in the preceding text, such as user confusion and the implementation bottleneck.

- The total adjustment from the 1985 forecast made to professional services user expenditures was a small $28 million. A dramatic adjustment, a reduction of $582 million, however, occurred in the federal government. Briefly, the adjustment reflects the substantial impact of increased expenditures for telecommunications equipment and services resulting from the AT&T divestiture. With much of the information technology funding committed to current contracts, federal agencies were forced to slow expenditures for planned contracted services, including professional services. New software development was impacted the most as noncritical improvements were delayed. Outyear variances reflect changes in the 1985 base

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discussed above and changes in the rate of growth. Overall, the professional services market has slowed as a result of the changing economic climate, and INPUT expects the market to be 10% smaller in 1990 than forecast last year.

- The turnkey market had a minor 5% overall decrease in the 1985 versus 1986 forecast. The 1990 market and the five-year forecast decreased due to the aforementioned negative driving forces.

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